

REMARKS

This Amendment and Response is responsive to the Office Action mailed December 12, 2003. In that action: claims 1, 11, and 29 were objected to due to informalities; claim 30 was objected to as being a substantial duplicate of claim 12; claim 11 was rejected under 35 U.S.C. § 112, second paragraph; claims 1-10 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Goss (U.S. Patent No. 6,493,447) in view of Brown (U.S. Patent No. 6,385,646); claim 11 was rejected under 35 U.S.C. § 103(a) as being unpatentable over Goss and Brown in view of Sassin (U.S. Patent No. 6,449,260); claims 13-19 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Sassin in view of Brown; claims 20-29 were rejected under 35 U.S.C. § 102(e) as being anticipated by Goss; and claims 12 and 30 were noted as allowable if rewritten into independent form to include all of the limitations of the base claim and the intervening claims.

Claims 1, 2, 11, 12, 20, 21, 29, and 30 have been amended while claims 13-19 have been canceled. New claim 31 has been added. Reconsideration of the objections and rejections of the original claims and consideration and early allowance of the new claim is hereby requested.

Each of claims 1-11 and 20-29 have been rejected either based on Goss alone or in combination with other references. Goss appears to disclose an arrangement with a call center having a plurality of agents and customers who can access a server at the call center via the Internet. Goss also discloses functionality to allow the customer to request a call-back from an agent when one is available. This call-back from the call center to the customer may be routed via the PSTN (Figures 1 and 2) or via the Internet (Figures 10 and 11).

Claims 1 and 20, as amended, include a server in connection with a computer-based data network, with the server including a website accessible by a system user to allow the system user

to selectively establish audio communications via the computer-based network, by the system user placing a telephone call via the computer-based data network to the available service agent. As can be appreciated, Goss discloses the ability of a customer to make a request for a call-back from a call center agent (when available) to the customer. The present invention places the call (when desired and selected by the system user) from the system user to the agent via the Internet. This limitation is not disclosed or suggested by Goss or any of the other prior art references. For this reason, it is respectfully submitted that claims 1-11 and 20-29 are patentable.

Claims 12 and 30 have been amended into independent form and to include the limitations of the base claim and intervening claims. For this reason, claims 12 and 30 are believed to be patentable. New claim 31 includes the same limitations discussed above with regard to claims 1 and 20 and is patentable for this reason.

Based upon the foregoing, Applicants believe that all pending claims are in condition for allowance and such disposition is respectfully requested. In the event that a telephone conversation would further prosecution and/or expedite allowance, the Examiner is invited to contact the undersigned.

Respectfully submitted,

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